



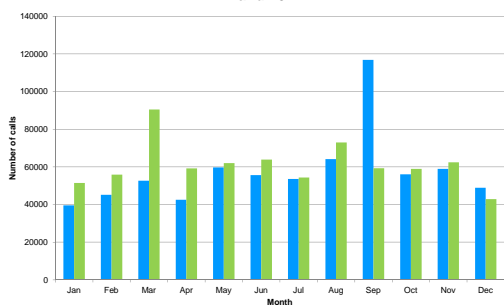
The Christchurch City Council



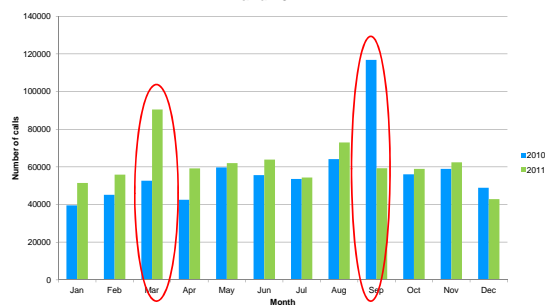
- 1) Social organisations available that provide an array of resources to residents
- 2) Consistent expression of social norms so that residents understand what constitutes desirable behaviour
- 3) Opportunities for residents to participate in the life of the community as valued members



Inbound Phone calls to the CCC customer service line 2010 and 2011



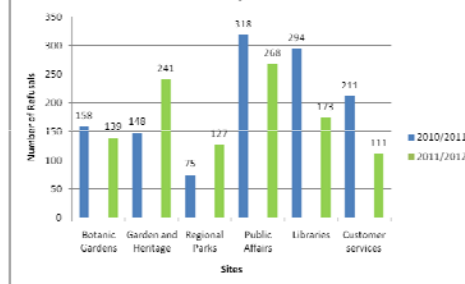
Inbound Phone calls to the CCC customer service line 2010 and 2011



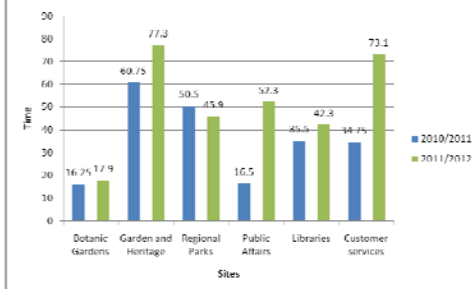
Christchurch City Council Residents' Survey 2011/2012



Residents Survey Refusals 2010/2011 and 2011/2012



Time spent at survey sites 2010/2011 and 2011/2012

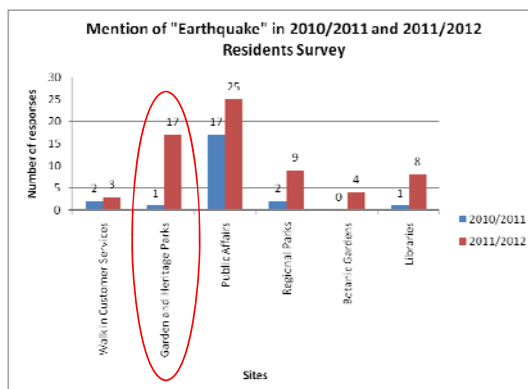
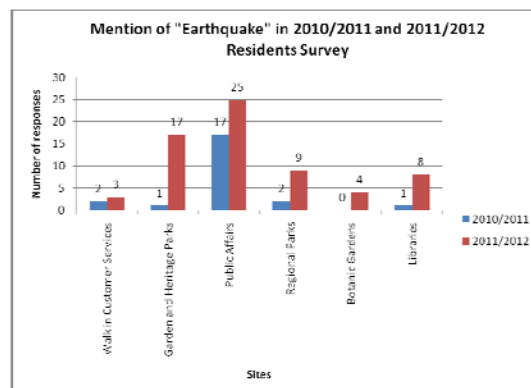


Reasons residents desired engagement with the council:

- Making sure the decisions the council are making will benefit the residents
- Want to make sure the council are providing adequate facilities and services for residents
- Are in the red zone so are dependent on the council for many survival facilities and resources, e.g. chemical toilets, land and house assessments.
- People who want to find out how they can assist with the rebuild
- People wanting to begin building projects (consents)
- Want to find out about community events

Reasons why residents did not want to interact with the council

- Did not trust where their personal information was going.
- More concerned with their own survival
- No time to think about others or the council
- In the white zone and are not affected by the Earthquake anymore in their daily life.
- Simply did not like being surveyed
- Did not trust the council overall



Earthquake related comments made

- "Removal of temporary structures from Hagley Park and other parks as soon as possible."
- "Facility is earthquake damaged and we hoped very much repair work would proceed sooner as forecast sometime in the next few months."
- "There is a massive hole in my driveway that is a safety hazard, I have rang the council several times and it has not been fixed"



Positive Comments made

- "It's free. Caters for all ages and species. After earthquakes it's a positive place to be"
- "Good after earthquake getting everyone back together"
- "Putting a smile on people's faces. Getting away from earthquakes. Knowing that life goes on."



References

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